

Message Text

UNCLASSIFIED

PAGE 01 MILAN 00519 221638Z
ACTION ABF-01

INFO OCT-01 EUR-12 ISO-00 FSE-00 OPR-02 A-01 OC-06
CCO-00 ST-01 SY-05 SIG-02 USIA-15 AID-05 AGRE-00
DODE-00 PC-05 MMO-04 /060 W
-----222134Z 041140 /61

R 221525Z MAR 77
FM AMCONSUL MILAN
TO SECSTATE WASHDC 5303
INFO AMEMBASSY ROME

UNCLAS MILAN 0519

E.O. 11652: N/A
TAGS: AFIN, AMGT
SUBJECT: PROCEDURES FOR CONTROL OF "DIRECT-DIAL LONG DISTANCE
TELEPHONE CALLS"

REF 76 STATE A-5435

1. IN ORDER TO COMPLY WITH REPAIR, POST HAS CONDUCTED SERIES
OF TESTS TO ASSESS IMPACT ON OPERATIONS OF TELEPHONE DIALING
CHANGES WHICH REPAIR DESCRIBES. TEST RESULTS SHOWED THESE
CHANGES WOULD SEVERELY DISRUPT POST'S EFFORTS TO MAINTAIN
PRESENT HEAVY AND GROWING WORKLOAD.

2. WE TESTED THREE DIFFERENT OPTIONS:

A. CONSULATE OPERATOR PLACING ALL-LONG-DISTANCE CALLS THROUGH
LOCAL TELEPHONE COMPANY (SIP) OPERATORS.

B. CONSULATE OPERATOR DIRECT-DIALING ALL LONG DISTANCE CALLS.

C. INDIVIDUAL OFFICERS PLACING OWN CALLS AND MAINTAINING
APPROPRIATE LOGS.

3. FIRST OPTION PROVED UNWORKABLE. OUR OPERATOR OFTEN SPENT UP
UNCLASSIFIED

UNCLASSIFIED

PAGE 02 MILAN 00519 221638Z

TO 40 MINUTES JUST TRYING TO REACH SIP OPERATOR. TOTAL TIME
REQUIRED TO COMPLETE CALL OFTEN AMOUNTED TO ONE HOUR. WE HAD
EVENTUALLY TO GIVE UP ON NUMBER O CALLS AND DIRAL DIRECT.

4. HAVING CONSULATE OPERATOR DIRECT-DIAL ALL CALLS AND MAINTAIN
REQUIRED LOGS WAS ALSO UNSATISFACTORY SINCE ADDITONAL WORK WAS
TOO MUCH FOR ONE EMPLOYEE WHO NOW HANDLES ABOUT 80,000 INCOMING

CALLS AND SCREENS 50,000 VISITORS TO CONSULATE ANNUALLY. ITALIAN TELEPHONE SYSTEM DOES NOT ALWAYS PERMIT ONE-TRY LONG DISTANCE DIRECT-DIAL CALLS, 10 - 15 ATTEMPTS OFTEN BEING NECESSARY BEFORE CALL GETS THROUGH. BURDEN OF PLACING CALL, TIMING IT, CHECKING RATES, AND LOGGING CALLS, ADDED TO OPERATOR'S REGULAR LOAD OF LOCAL CALLS AND HER DUTIES AS CONSULATE GENERAL RECEPTIONIST, RESULTED IN SITUATION VERGING ON PANDEMONIUM. OPERATOR WAS SO BUSY THAT SHE WAS UNABLE TO COPE ADEQUATELY WITH RECEPTIONIST DUTIES INCLUDING THOSE ESSENTIAL TO OUR SECURITY SCREENING PROCEDURES.

5. LAST OPTION PROVIDES NO REAL CONTROL OVER LONG DISTANCE DIRECT-DIAL CALL SINCE PHONE COMPANY BILLS COMBINE THEM WITH "EXCESS LOCAL CALLS" AND THERE IS NO WAY TO SEPARATE TWO CATEGORIES. MOREOVER, THIS METHOD OVERBURDENS OFFICERS AND OTHER PERSONNEL WHOSE TIME ALREADY MORE THAN FILLED WITH THEIR OWN DUTIES.

6. IN VIEW OF ABOVE, WE REQUEST THAT MILAN BE EXEMPTED FROM REQUIREMENTS OF REPAIR OR BE AUTHORIZED ADDITIONAL TELEPHONE OPERATOR/RECEPTIONIST POSITION TO HANDLE INCREASED WORKLOAD.
FINA

UNCLASSIFIED

NNN

Message Attributes

Automatic Decaptioning: X
Capture Date: 01-Jan-1994 12:00:00 am
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: n/a
Control Number: n/a
Copy: SINGLE
Sent Date: 22-Mar-1977 12:00:00 am
Decaption Date: 01-Jan-1960 12:00:00 am
Decaption Note:
Disposition Action: n/a
Disposition Approved on Date:
Disposition Case Number: n/a
Disposition Comment:
Disposition Date: 01-Jan-1960 12:00:00 am
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1977MILAN00519
Document Source: CORE
Document Unique ID: 00
Drafter: n/a
Enclosure: n/a
Executive Order: N/A
Errors: N/A
Expiration:
Film Number: D770098-0611
Format: TEL
From: MILAN
Handling Restrictions: n/a
Image Path:
ISecure: 1
Legacy Key: link1977/newtext/t19770335/aaaabeko.tel
Line Count: 84
Litigation Code IDs:
Litigation Codes:
Litigation History:
Locator: TEXT ON-LINE, ON MICROFILM
Message ID: 67ec34b4-c288-dd11-92da-001cc4696bcc
Office: ACTION ABF
Original Classification: UNCLASSIFIED
Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
Page Count: 2
Previous Channel Indicators: n/a
Previous Classification: n/a
Previous Handling Restrictions: n/a
Reference: 76 STATE A-5435
Retention: 0
Review Action: RELEASED, APPROVED
Review Content Flags:
Review Date: 23-Sep-2004 12:00:00 am
Review Event:
Review Exemptions: n/a
Review Media Identifier:
Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
SAS ID: 3036553
Secure: OPEN
Status: NATIVE
Subject: PROCEDURES FOR CONTROL OF \"DIRECT-DIAL LONG DISTANCE TELEPHONE CALLS\"
TAGS: AFIN, AMGT
To: STATE
Type: TE
vdkgvwkey: odbc://SAS/SAS.dbo.SAS_Docs/67ec34b4-c288-dd11-92da-001cc4696bcc
Review Markings:
Margaret P. Grafeld
Declassified/Released
US Department of State
EO Systematic Review
22 May 2009
Markings: Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 22 May 2009